Figure 1

Figure 2a

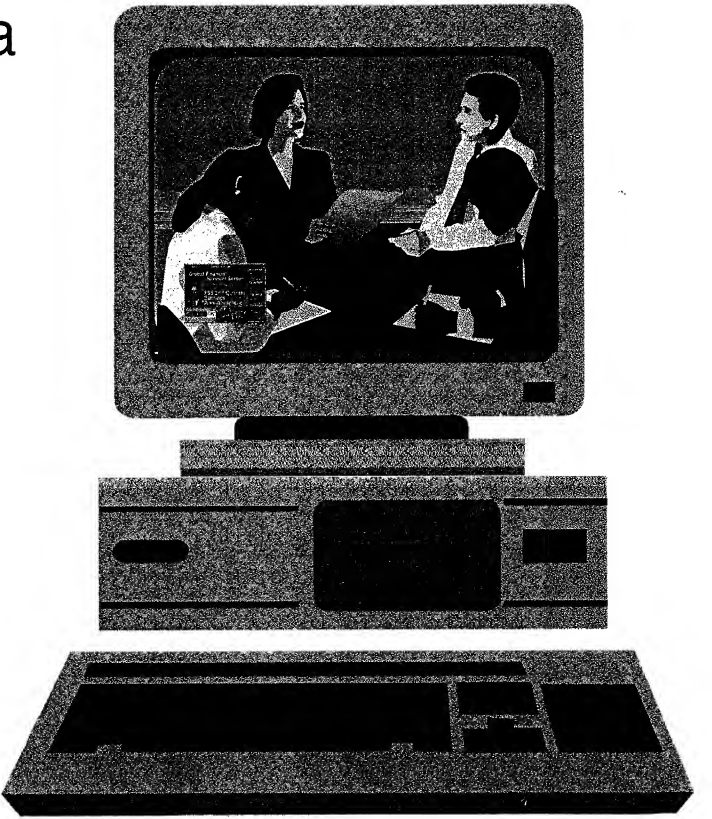


Figure 2b

Figure 2c

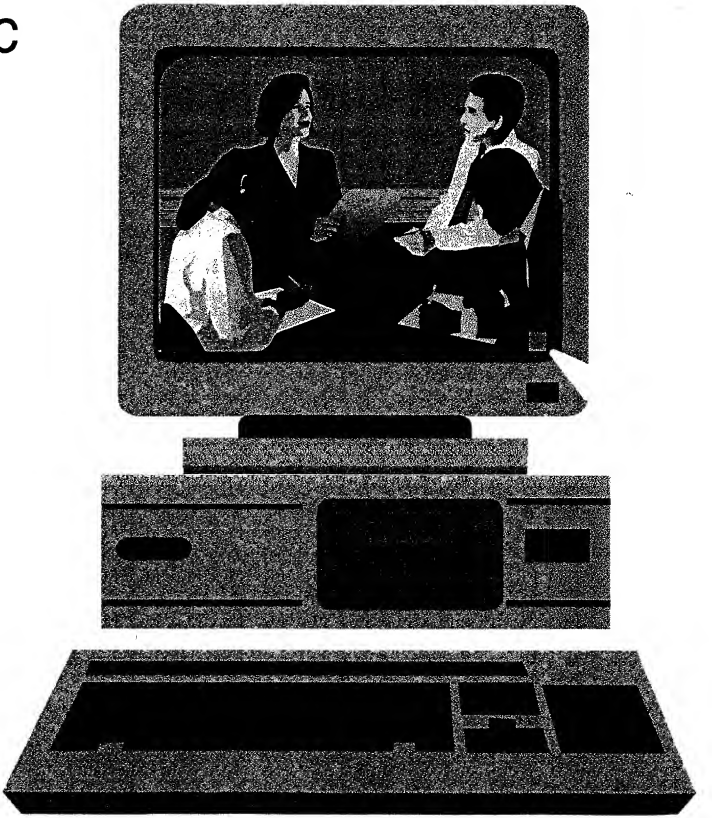


Figure 2d

Figure 2e

Figure 2f

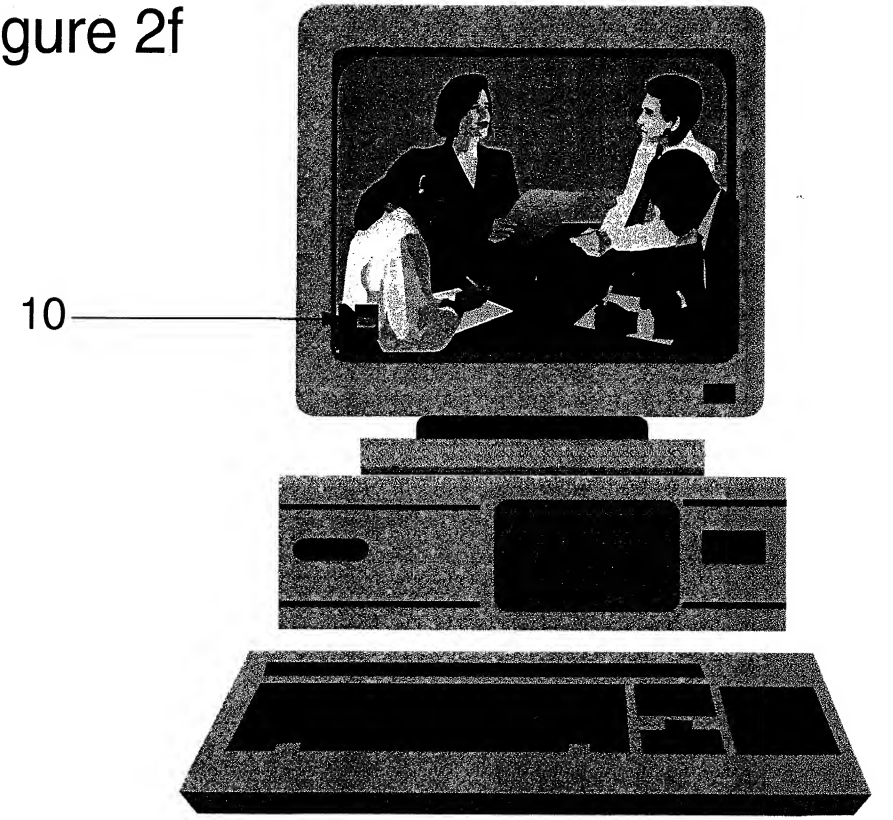


Figure 2g

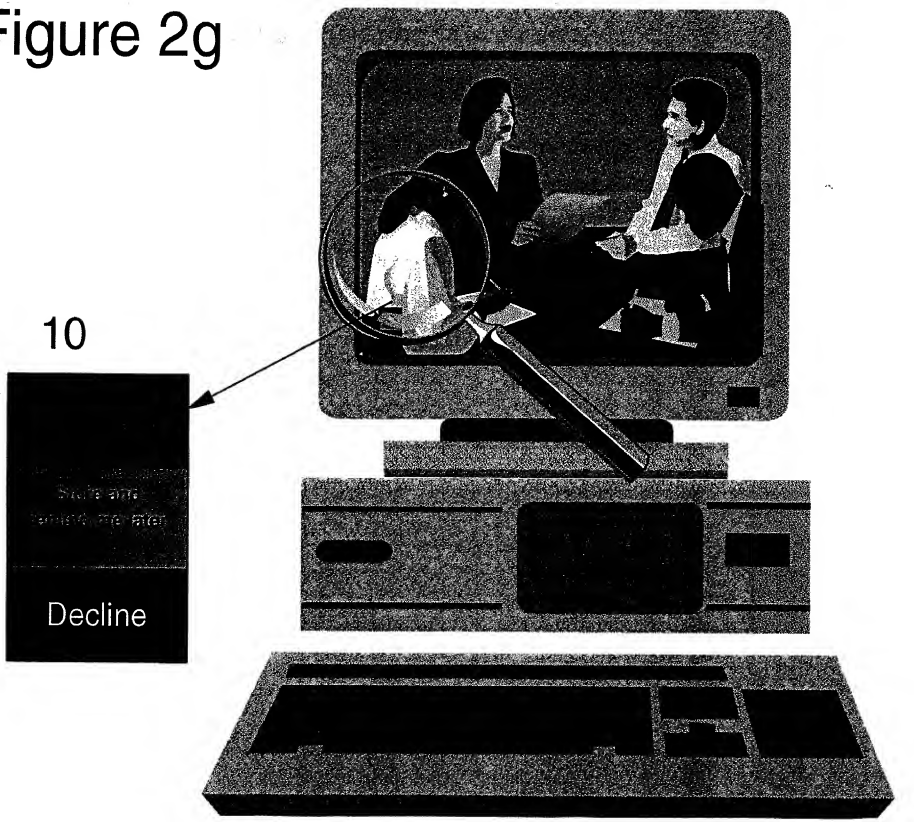


Figure 2h

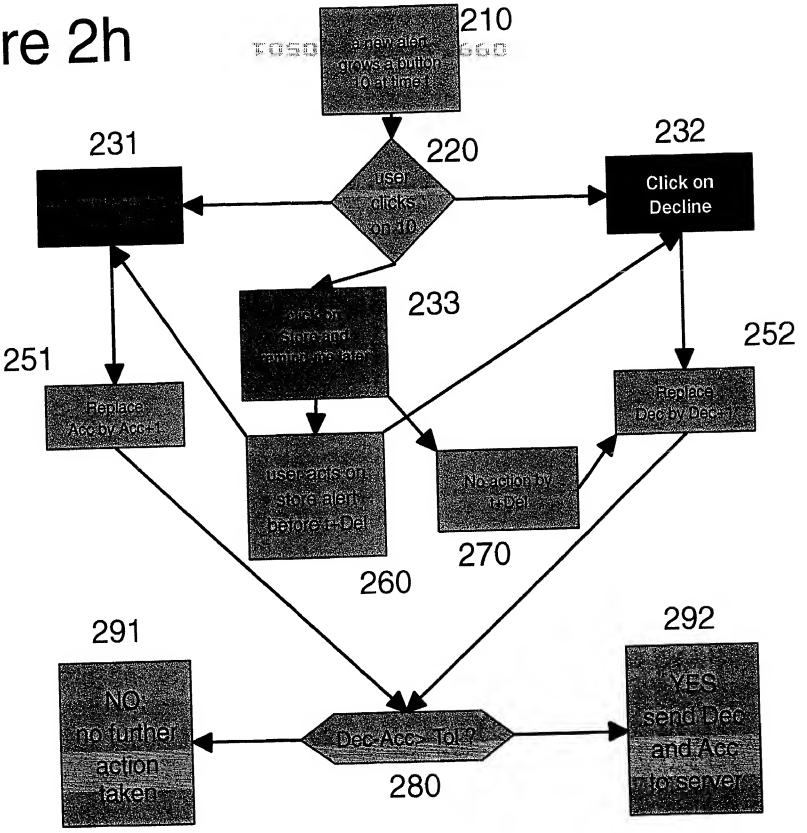

210
a new alert grows a button 10 times
220
user clicks on 10
231
232
Click on Decline
233
Store and remind me later
251
Replace Acc by Acc+1
252
Replace Dec by Dec+1
user acts on stored alert, before t_Del
No action by t_Del
260
270
291
NO, no further action taken
Dec-Acc=Tol ?
280
292
YES, send Dec and Acc to server

Figure 3

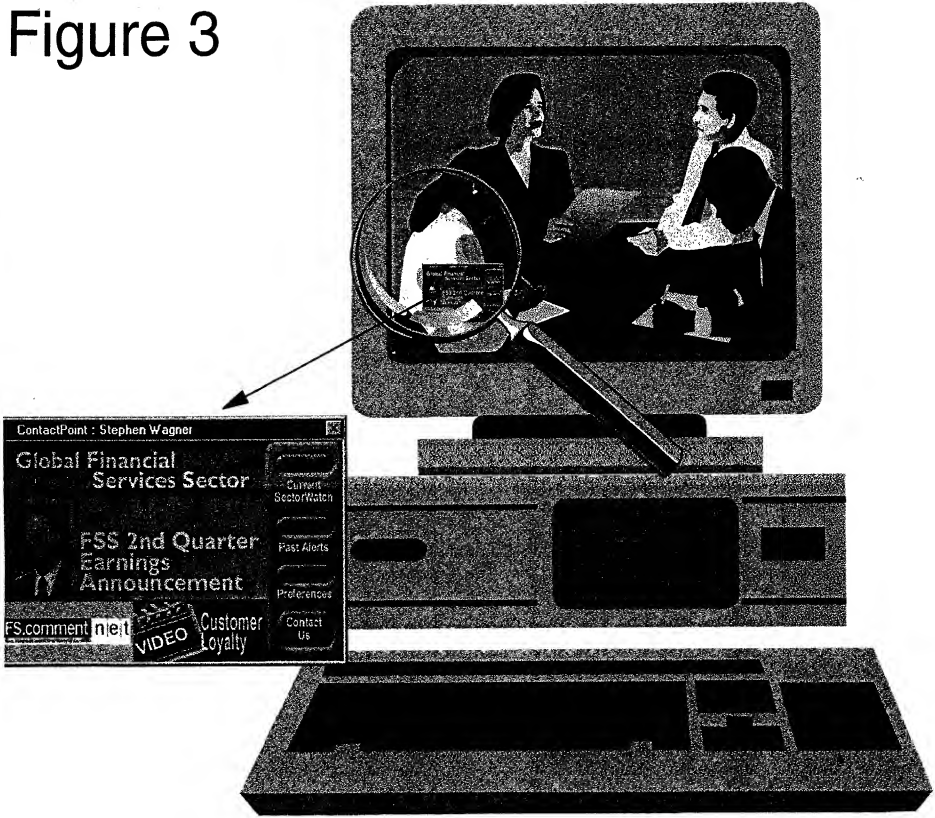

ContactPoint : Stephen Wagner
Global Financial Services Sector
Current SectorWatch
FSS 2nd Quarter Earnings Announcement
Past Alerts
Preferences
FS.comment.net
VIDEO
Customer Loyalty
Contact Us

Figure 4

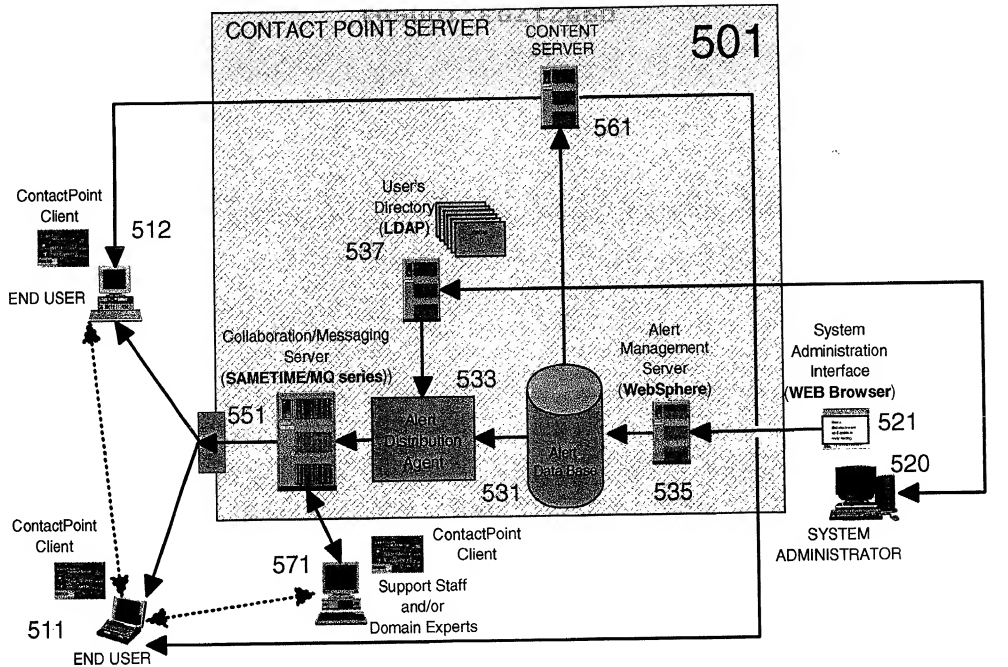

CONTACT POINT SERVER
CONTENT SERVER
501
561
ContactPoint Client
512
END USER
User's Directory (LDAP)
537
Collaboration/Messaging Server (SAMETIME/MQ series))
533
551
Alert Distribution Agent
Alert Data Base
531
Alert Management Server (WebSphere)
535
System Administration Interface (WEB Browser)
521
520
SYSTEM ADMINISTRATOR
ContactPoint Client
571
ContactPoint Client
Support Staff and/or Domain Experts
511
END USER

Figure 5

Alert Data Base

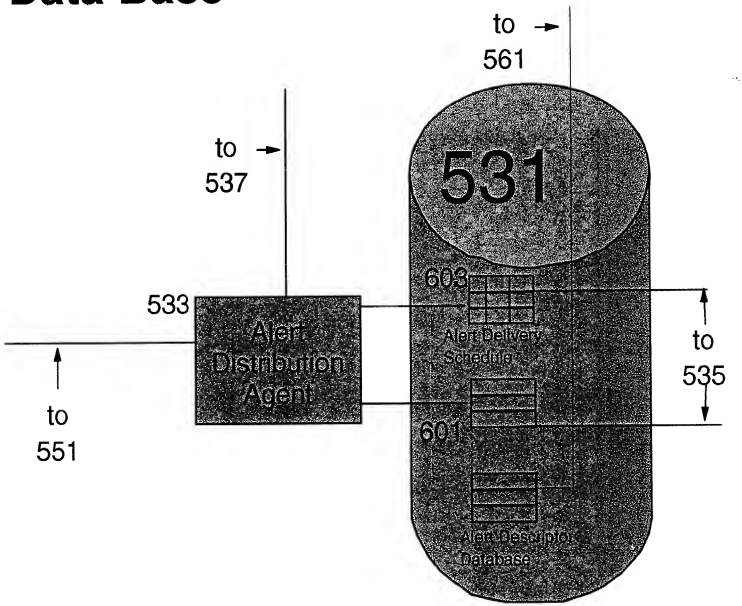


Figure 6

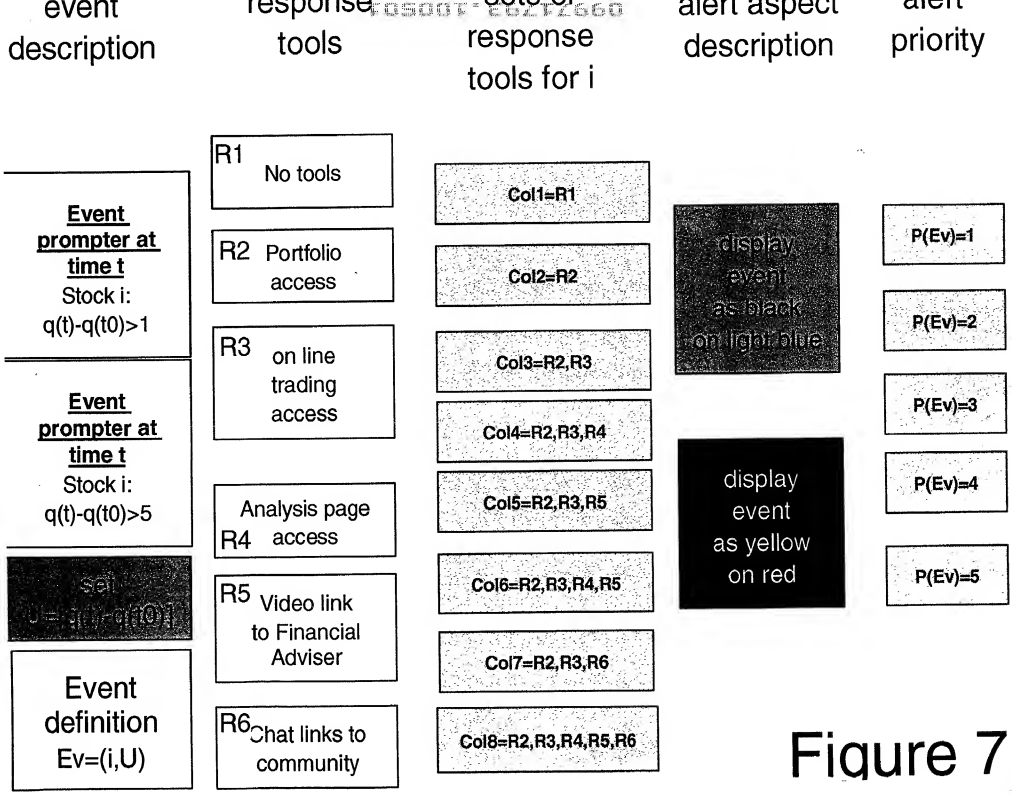
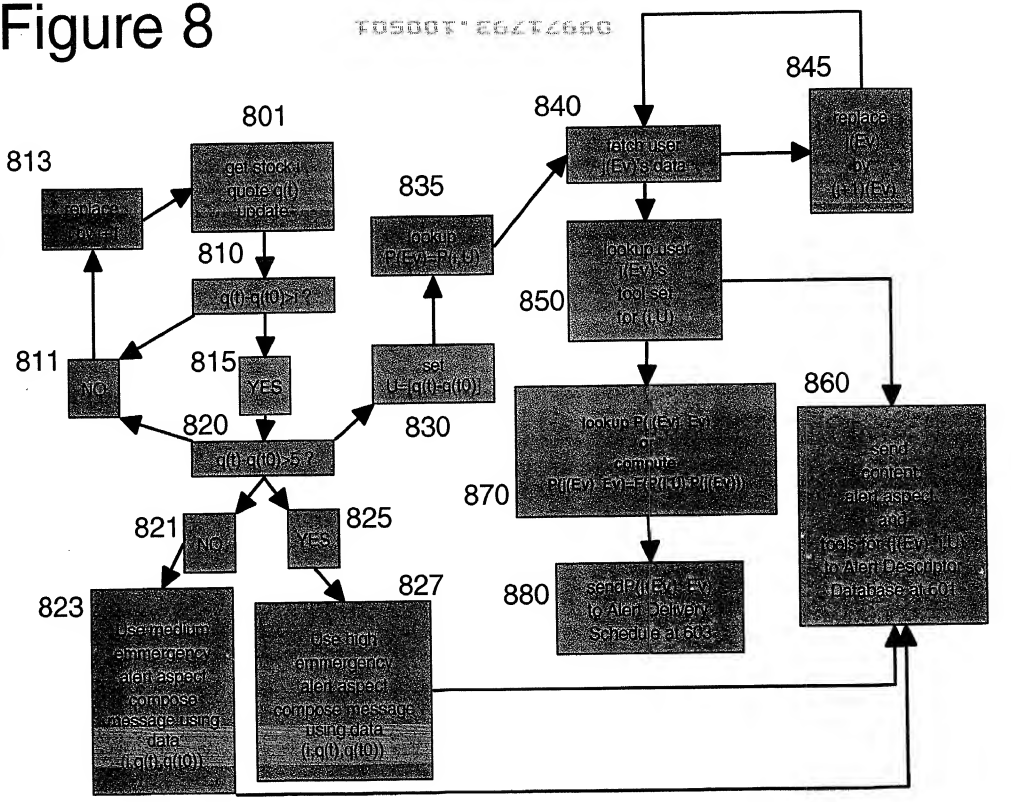

event description
response tools
sets of response tools for i
alert aspect description
alert priority
Event prompter at time t
Stock i:
q(t)-q(t0)>1
Event prompter at time t
Stock i:
q(t)-q(t0)>5
Event definition
Ev=(i,U)
R1 No tools
R2 Portfolio access
R3 on line trading access
Analysis page access
R4
R5 Video link to Financial Adviser
R6 Chat links to community
Col1=R1
Col2=R2
Col3=R2,R3
Col4=R2,R3,R4
Col5=R2,R3,R5
Col6=R2,R3,R4,R5
Col7=R2,R3,R6
Col8=R2,R3,R4,R5,R6
display event as black on light blue
display event as yellow on red
P(Ev)=1
P(Ev)=2
P(Ev)=3
P(Ev)=4
P(Ev)=5

Figure 7

Figure 8


801
813
get stock i quote q(t) update
replace i by i+1
810
q(t)-q(t0)>i ?
811
NO
815
YES
820
q(t)-q(t0)>5 ?
821
NO
825
YES
823
Use medium emmergency alert aspect compose message using data (i,q(t),q(t0))
827
Use high emmergency alert aspect compose message using data (i,q(t),q(t0))
830
set U=|q(t)-q(t0)|
835
lookup P(Ev)=P(i,U)
840
fetch user j(Ev)'s data
845
replace j(Ev) by j+1(Ev)
850
lookup user j(Ev)'s tool set for (i,U)
860
send content, alert aspect and tools for j(Ev), i,U to Alert Description Database at 601
870
lookup P(i(Ev), Ev) or compute P(i(Ev), Ev)=F(P(i,U),P(j(Ev))
880
send P(i(Ev), Ev) to Alert Delivery Schedule at 603

099717'93 .10050L

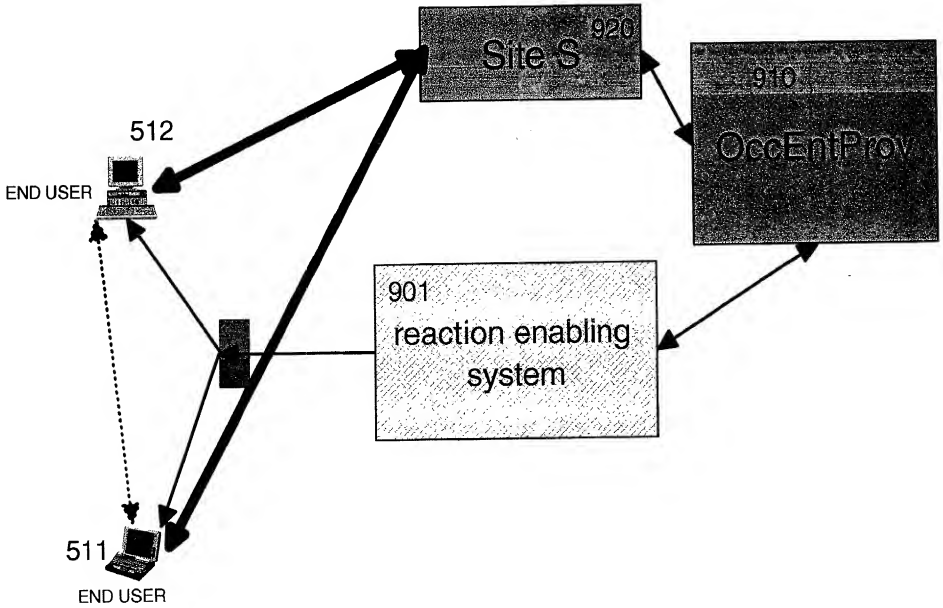


Figure 9

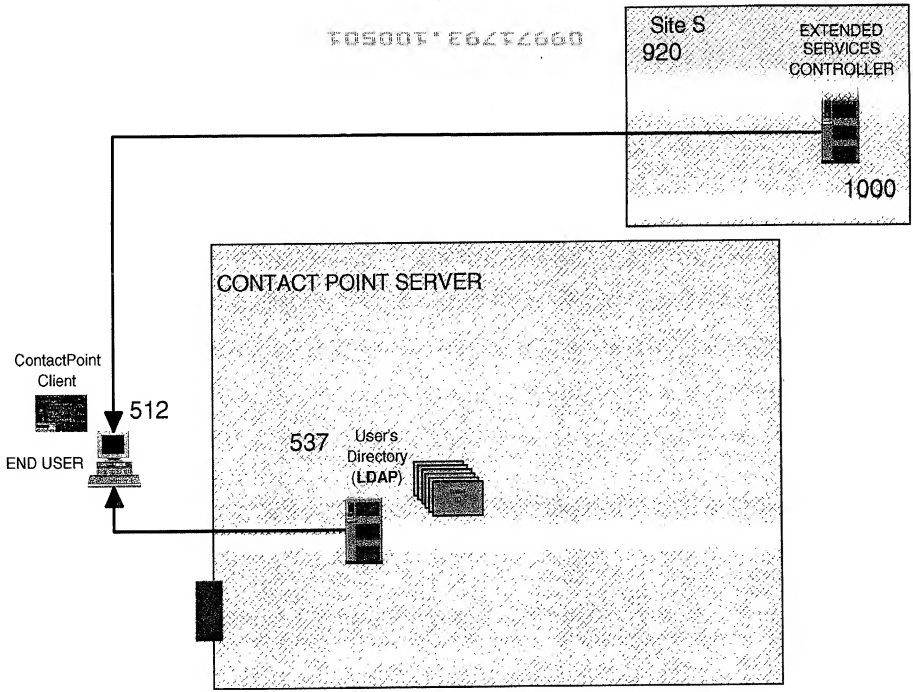

Site S
920
EXTENDED SERVICES CONTROLLER
1000
CONTACT POINT SERVER
ContactPoint Client
512
END USER
537
User's Directory (LDAP)

Figure 10A

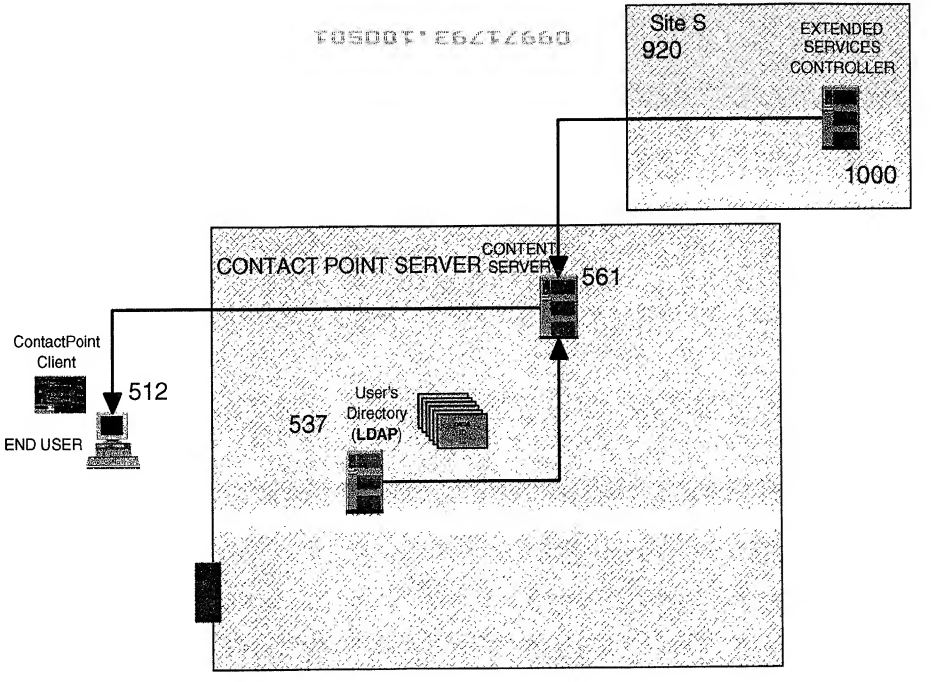

Site S
920
EXTENDED SERVICES CONTROLLER
1000
CONTACT POINT SERVER
CONTENT SERVER
561
ContactPoint Client
512
END USER
537
User's Directory (LDAP)

Figure 10B